

DOIT MASTER AGREEMENT NUMBER: <b>B-03-013</b>		DOIT APPROVAL DATE: <b>2/5/04</b>
<b>VENDOR NAME:</b> <b>MCI WORLDCOM Communications, Inc.</b>		<b>FEIN:</b> <b>47-0751768</b>
<b>SERVICE/PRODUCT NAME:</b> <b>Videoconferencing</b>		
<p><b><u>SERVICE/PRODUCT DESCRIPTION:</u></b></p> <p>Videoconferencing is live interactive image and voice communication between two or more locations. It provides organizations with all the advantages of face-to-face interaction and saves money on travel expenses.</p> <p><b>Features and Benefits of Videoconferencing</b></p> <p><b>Feature</b></p> <p><b>Description</b></p> <p><b>Benefit</b></p> <p>Videoconferencing</p> <p>Live interactive voice and video between two remote sites</p> <p>Allows face-to-face meetings at a distance, eliminating the cost and time of travel between sites</p> <p>Point-to-Point Calls</p> <p>Two-site videoconference on the Multipoint Control Unit (MCU)</p> <p>Although it is not necessary to use a bridge for a point-to-point call, important calls may warrant operator assistance to connect and monitor (Premier service) the call.</p> <p>Multipoint Calls</p> <p>Videoconferences with three or more sites</p> <p>Multipoint videoconferencing services allow customers to connect to other sites around the world without purchasing expensive equipment or devoting personnel to video services.</p> <p>Access – Dial Out</p> <p>Just prior to the conference, a conferencing specialist will originate the videoconference for each facility participating in the call. This is the recommended method for all video calls. Transport rates are charged based upon the location of each site.</p> <p>Dial Out access gives the highest quality assurance at no additional cost.</p> <p>Access – Meet Me (User dialed)</p> <p>Participants dial into the MCI Conferencing Bridge using a standard long distance phone number that MCI Conferencing assigns. Participants are responsible for their own long distance charges. Dial-in video numbers may be obtained 20 minutes before the start time of your customer's video call.</p> <p>Meet Me access provides flexibility to those customers that do not have access to a video room prior to</p>		

the start time of a meeting.

#### Premier Service

A conferencing specialist will greet each caller, assist participants in connecting, and perform a roll call of all participants, if requested, and notify the conference leader when all participants are present. The conferencing specialist will monitor the entire video call from start to finish. If at anytime during the call your customer needs assistance, they can simply ask the operator through the video equipment and he or she will assist them. There is an additional charge for Premier calls.

Premier service is ideal for high visibility calls. It is highly recommended for calls with five or more sites. Operator assistance allows the participants to focus on the meeting while the operator monitors the quality of the connection. Immediate assistance for any questions protects the valuable time of the participants.

#### Standard Service

A conferencing specialist will greet each caller, assist participants in connecting, and perform a roll call of all participants, if requested, and notify the conference leader when all participants are present. At the completion of the roll call, the conferencing specialist will disconnect from the call. If assistance is required during the conference, the customer can contact MCI Conferencing at (800) 475-5000 for prompt assistance.

Standard service is ideal for customers that want assistance with call initiation and quality assurance. Standard service is ideal for knowledgeable videoconferencing participants who like the economy of a standard call.

#### Unattended Service

An unattended call enables a customer to initiate the video call without the assistance of a conferencing specialist, by utilizing Meet Me access. If a customer requires assistance during the call or while connecting, they may contact MCI Conferencing at (800) 475-5000 for prompt assistance.

Unattended service is ideal for very knowledgeable videoconferencing participants who are comfortable with the call launch process. Customers that do not have access to their video room prior to the call sometimes prefer unattended service.

#### View Options – Voice Activation and Continuous Presence

Voice activation and Enhanced Continuous Presence information is available at the [e-Scheduling Web site](#).

A customer can select the view based upon the individual meeting needs. Customers have the choice to view a presenter or see everyone's reactions.

#### Roll Call

Roll call is an optional service that must be requested at the time of reservation. After all parties are successfully entered into the bridge, the conferencing specialist will perform a brief roll call. The leader can request that other information be announced as well. The conferencing specialist will then turn the call over to the conference leader, who will begin the video call.

Roll call provides a professional introduction of each site. In addition to familiarizing the participants with

the other sites, a roll call tests the audio and video quality of each site prior to the start of the meeting, eliminating later disruptions.

### Video Meeting Manager

A Meeting Manager is a senior level conference coordinator who will serve as a single point-of-contact to help plan, execute, and then evaluate your meeting. The Video Meeting Manager will assemble a team of skilled professionals who will work together to ensure that important calls run smoothly and according to plan. In addition, the Video Meeting Manager will work through a detailed checklist to ensure all meeting objectives are achieved.

The Meeting Manager allows the presenter to focus on the message and the style with which it is delivered, instead of administrative details. For recurring meetings, a Meeting Manager can note the customer's preferences and save time in planning future meetings.

A Meeting Manager will be recommended for calls with more than five sites participating and may be requested for other high visibility calls.

### Public Rooms

MCI Conferencing provides customers with referrals to over 500 public rooms worldwide. If customers are travelling and need to be on a video call, we can help them locate a convenient rental room and reserve their video call. Dial MCI Conferencing's standard reservation number to schedule calls in public rooms provided by Affinity VideoNet.

Through MCI Videoconferencing, customers can arrange calls when and where they need them. This means that your customer's business will not be delayed due to individual travel schedules.

### Conference Room Scheduling

MCI Conferencing offers a corporate scheduler for all activities that take place in your customer's conference rooms. Both calls and rooms can be reserved through the Video Operations Center (VOC). A list of all registered room activities will be sent the night before. Most companies post this information outside each room. This service requires that customers use MCI Conferencing as their only corporate scheduler for all meetings conducted in their registered rooms.

Conference Room Scheduling eliminates a two-step process for reserving both a video call and the room. It saves time and ensures that all arrangements have been made.

### e-Scheduling

A customer may schedule a videoconference, book a conference room, as well as schedule an audio or Net conference using an Internet connection to the [e-Scheduling](#) Web site.

Easy access to reservations saves time and provides immediate confirmation. Changes and cancellations may also be made over the Internet.

### Transcoding

Using this feature, MCI Conferencing allows participants with dissimilar codec speeds to participate in the same videoconference.

Transcoding enables both cost savings for specific sites and flexible connectivity for systems with differing bandwidth. Because customers don't need to worry about video bandwidth, they can plan your

calls confidently.

#### Customer MCU Cascading

Customer MCU Cascading gives MCI Conferencing the ability to connect multiple multipoint control units, when necessary, to expand the port requirements of a given conference. This service connects a MCI Conferencing MCU to a "customer's" MCU in order to expand the customer's MCU port capabilities. Customers must also have compatible cascable ports available on their bridge for this feature to be supported.

Cascading allows a customer to expand their existing bridge capacity for large calls. Even customers with an on-site video MCU need overflow and cascading service to eliminate the cost of additional port capacity.

#### Meeting Assurance

All videoconferences come with MCI Conferencing Meeting Assurance. All videoconferences include a corresponding audioconference at no additional charge. In the unlikely event of a technical issue, this complimentary service enables the customer's meeting to continue as planned and on time.

This service provides confidence that a meeting will occur as scheduled. It saves a company's most valuable resource – people's time.

#### **SERVICE LEVELS:**

MCI does not offer SLAs for Videoconferencing, however the service is available 24 hours a day, 365 days per year.

#### **SERVICE AVAILABILITY/LIMITATIONS:**

None

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VENDOR NAME: MCI WORLDCOM Communications, Inc.						VENDOR FEIN: 47-0751768			
SERVICE NAME: Videoconferencing									
Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit	Initial Conversion: Non-Recurring Unit Cost	Post- Conversion: Non-Recurring Unit Cost	Cost per Min
Add	11/19/03	02/05/04	1		Transport Rate per 128K Channel	ea	\$0.00	\$0.00	\$0.27
Add	11/19/03	02/05/04	2		Multi-Point Bridging (needed for 3 or more users)	ea	\$0.00	\$0.00	\$0.83
Add	11/19/03	02/05/04	3		Transcoding	ea	\$0.00	\$0.00	\$0.75
Add	11/19/03	02/05/04	4		Operator (Optional)	ea	\$0.00	\$0.00	\$2.00